

Consortium Training for Comprehensive **QUALITY MANAGEMENT PROGRAM**

Quality has become the catch-all word for the various activities that organizations engage in to create high levels of customer satisfaction, improve internal processes, use data to make decisions and identify problems, and move from detection to prevention. For most organizations, even those who have made some headway in adopting quality practices, the question becomes this: Where do I start? So many options and possibilities exist, and the answer that works best is this: Start anywhere. Any practice that serves to inform your organization regarding customer needs and expectations, streamline and improve your processes, get to root cause and eliminate controllable sources of variation is of value.



NCC's newly re-designed Quality Management Certificate Program offers a strong foundation in quality management through a multifarious approach, blending the best from a number of sources to provide a broad foundation for participants.

Northampton Community College's Center for Business & Industry's Quality Management Certificate Program is designed to give your employees the knowledge and skills to actively participate in and add value to the Quality initiatives at your organization.

Date	Required Module	Fee
September 26, 2018	Principles and Practices of Quality Management	\$259
October 25, 2018	Transformation of Culture / Change Management	\$259
November 28, 2018	Continuous Process Improvement and Tools	\$259
December 12, 2018	Assessment / Using Data to Lead	\$259
January 14, 2019	Root Cause Analysis	\$259
February 7, 2019	Quality Risk Management	\$259
	Electives (Must select two)	
October 15-16, 2018	Lean / Six Sigma*	\$490
February 20, 2019	Introduction to Project Management	\$259
February 26, 2019	Baldrige Criteria	\$259
March 5, 2019	ISO / Quality Management Systems	\$259
April 2, 2019	Supply Chain Management	\$259
April 8, 2019	Working with Teams	\$259

* This program satisfies the elective requirement.

Additional Information

To register, go to www.northampton.edu/CBIWorkshops, search for the course title and click on the code to register. For questions, please e-mail cbi@northampton.edu or call (610) 332-8678.



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Quality Management Certificate Workshop Descriptions

Required Workshops

Principles and Practices of Quality Management – The history of the quality movement and the varying approaches to excellence are introduced in this session. A focus on the tenets of belief that drive the movement and best practices of an organization actively engaged in Quality Management are a significant portion of this session. This is a suggested first course for those pursuing the Quality Management Certificate Program.

Transformation of Culture / Change Management – If one accepts the notion that change is a given in a productive, customer-driven organization, then setting an intentional culture and responding to opportunities with agility through change become key strategies for continued success. This session defines the culture and related behavioral expectations, and explores change management as a competitive edge.

Process Improvement and Tools – The competitive need to cut costs, meet customers' ever-changing needs, and provide organizational sustainability and growth requires the application of a continuous improvement process, such as PDSA (Plan-Do-Study-Act) or DMAIC (Define, Measure, Analyze, Improve, Control). This session overviews both processes and the tools that will help secure a greater understanding of customers' needs, metrics that will inform decisions about our current processes, and identify root cause.

Assessment / Using Data to Lead – One of the tenets of Quality Management is that decisions are data based. If we are going to make decisions based upon what our data tells us, then we need to have confidence that we have data integrity, and that we are actually measuring the things effectively that matter most to us. This session focuses on data collection, turning lagging indicators into leading indicators, and the dashboard concept.

Root Cause Analysis - Getting to root cause is the key to understanding your processes and generating strong short and long-term solutions. This session examines the application of root cause analysis to processes for improvement / problem solving and multiple tools to perform root cause analysis.

Risk Management - Risk Management includes all the activity used to identify, analyze, prioritize and mitigate risks within the key processes in any organization. This session covers both the conceptual basis for risk management and some tools to assist in the execution of your risk management plan. *(ISO / Quality Management Systems can be substituted for this session.)

Elective Workshops

Lean / Six Sigma – This two-day session blends two approaches for the best results in operating an effective and efficient organization: Lean, which focuses on the reduction of waste in order to provide the highest value through the process to the customer, and Six Sigma, which employs the DMAIC approach to process improvement.

Baldrige Criteria – Since 1988, the Malcolm Baldrige Award National Quality Award has been presented to organizations demonstrating excellence in performance. The Baldrige Framework for Excellence provides a template for self-evaluation of any organization. This session will familiarize participants with the self-assessment tool and how to apply these standards to create strategies for stronger organizational performance.

ISO / Quality Management Systems – This session focuses on the use of ISO 9001-2015 as a Quality Management System to assure both intentional practice and risk-management throughout all processes in the organization. *(This course can be used in place of Risk Management toward the fulfillment of requirements for the QMCP.)

Supply Chain Management – The means of turning raw materials or information into a finished product is the subject of this session. Focusing on the design, operation, control, and monitoring of the flow of materials through an organization, value stream mapping is a core tool to understand and manage a supply chain. The goal is to assure all major processes within the organization that support customer satisfaction are addressed.

Working with Teams – In order to actively engage the talent of each individual in the workplace, teams are often formed to create a basic working unit. These collaborative environments require interaction, open communication, and the ability to function effectively as a member of a working group. This one-day program focuses on the roles and responsibilities of a team and its members, the actions of a successful unit, stages of team development, and strategies to effectively manage individual differences within the group.

Introduction to Project Management – This exciting, one-day introductory program explores the basic skills necessary to become an effective project manager, including meeting management/leadership concepts. Working within the Project Life Cycle (Initiation, Planning, Execution, and Closure), you will learn and apply tools that support successful execution.